# CarPartPro.com



#### **CAR-PART PRO™ CERTIFICATION REQUIREMENTS:**

Any exceptions to these terms must be agreed upon by the buyer and seller in writing at the time of the purchase.

### Warranty

Guidelines:

- The prices displayed on Car-Part Pro will include warranty fees charged by the seller.
- Individual parts or part categories that have no refund will be flagged "AS IS" by using a filter applied to the Car-Part upload.
- The "AS IS" designation can be added to the description of any individual part in the seller's IMS.
- "AS IS" parts are not more that 5% of the seller's total inventory.
- Seller can require that parts be returned the same condition as sold except for normal wear and tear.



30 day standard warranty (or better) required on all parts except those parts designated "AS IS" with a filter. 90 day warranty option (or better) required on all parts except those parts designated "AS IS" with a filter. 1 year warranty option (or better) required on all parts except those parts designated "AS IS" with a filter.

Certification Level Comparison

### Refund

Guidelines:

- A store credit is not considered a refund.
- If a part is under warranty and the seller is unable to find a replacement, the seller must provide a refund even past the refund time period.
- Restocking fees can only be applied to a cutoff, a nose, or parts designated as having a "restocking fee" in the Car-Part Pro Configuration.
- A restocking fee, "AS-IS", "EXCHANGE ONLY", or "RESTOCKING FEE" can be added to the description of any individual part in the seller's IMS management system (no more than 5% of listings).



Minimum 30 day refund policy required on all parts.

Minimum 15 day refund policy required on all parts.

## Delivery

Guidelines:

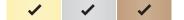
- The prices displayed on Car-Part Pro will include delivery fees charged by the seller.
- Parts provider must deliver parts to professional repairers.



### **Body Part Pricing**

Guidelines:

• Seller must disclose part pricing type (actual, list, or undamaged) in part listings.





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## **ARA®** Part Grading

Guidelines:

- Seller must adhere to ARA Part Grading Standards for body and mechanical parts (excluding remanufactured or new undamaged parts).
- Seller must indicate damage to body parts and mileage for mechanical parts in a way that they can be graded by Car-Part using ARA Part Grading Standards.



#### **iCPM™**

Guidelines:

• Seller must use iCPM and respond to inquiries as promptly as possible



### **Inventory Data Requirements**

Guidelines:

• Parts provider must identify all part designations recognized by Car-Part.com (including CAPA, NSF, Diamond Standard, and any distributor program approved by an insurer).



Current inventory data must be uploaded to Car-Part.com at least 20 days each month. Current inventory data must be uploaded to Car-Part.com at least 16 days each month.

### **Feedback Rating**

Guidelines:





## Shipping

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~			Seller pays the shipping cost for the return of a defective part.
~	~		Seller pays the shipping cost for the replacement of a defective part.
~	~	~	Seller pays the shipping cost for the return of an incorrect part chosen by seller.
~	~	~	Seller pays the shipping cost for the replacement for an incorrect part chosen by seller.
~	~	~	Buyer pays the shipping cost for the return of an incorrect part chosen by buyer.